



# Online Renewals for Retail or Food Service Licenses

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## Creating an Account

To access Iowa's Online Food Licensing System, please log onto the site by entering <https://iowa.safefoodinspection.com> into your internet browser. Although the application functions in the most common internet browsers, the preferred internet browser is Google Chrome. If you are using another internet browser, the appearance of some of the pages and messages may differ from those in this user guide.

### Log In Page:

The screenshot shows the Iowa Department of Inspections & Appeals website. The header includes the department name and a navigation bar with links for 'IOWA STATE AGENCIES' and 'ONLINE SERVICES'. Below the header, the text 'Welcome To USA Food Safety' is displayed. The main content area features a 'Log In' section with fields for 'User Name \*' and 'Password \*', and buttons for 'Log In' and 'New Account'. Below the 'Log In' section, there are 'Other Options:' including 'Forgot Password' and 'WiFi Hotspot(s)'. A callout box points to the 'Forgot Password' link, stating: 'If you forget your password, please use the "Forgot Password" function. As passwords are required to be changed every 120 days, the Forgot Password function will allow you access if you are an infrequent user.' Another callout box points to the 'Log In' button, stating: 'If you already have an account, please enter your User Name and Password then select "Log In."' A third callout box points to the 'New Account' button, stating: 'If you are a new user of the system, please select "New Account."'

**IOWA DEPARTMENT OF**  
**INSPECTIONS & APPEALS**

IOWA STATE AGENCIES ONLINE SERVICES  
Kim Reynolds, Governor Adam Gregg, Lt. Governor

**Welcome To USA Food Safety**

**Log In**

User Name \*:

Password \*:

Other Options:

Forgot your Password?  
Retrieve it Here!

## New User Account

### New User Organization Questionnaire

#### Question

What is the primary purpose for creating an account today? \*

If you know what type of license you are renewing or applying for, select the correct option. If you are unsure about which license option to select, please call 515-281-7102.

#### Options

- ☐ Apply for a social or charitable gambling license, such as, a raffle, sport betting pool, bingo, or games of skill and chance
- ☒ Apply for or renew an Iowa food establishment or lodging license (i.e. hotel, vending machine, home bakery, mobile food unit, temporary food establishment, farmer's market, restaurant, grocery store, or other direct to consumer food operation)
- ☐ Apply for or renew an Iowa food manufacturing or warehouse license
- ☐ Conduct activities associated with registered amusement devices

[Next](#)[Start Over](#)

IOWA STATE AGENCIES ONLINE SERVICES  
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### New User Account

#### New User Organization Questionnaire

Question	Options
Does your operation have a business(es) located in single or multiple Iowa counties? *	<input checked="" type="radio"/> Multiple counties <input type="radio"/> Single county

[Previous](#) [Next](#) [Start Over](#)

If you are operating business in multiple counties, select the "Multiple counties" option. If you need to go to the previous screen, click "Previous" or "Start Over."

Kim Reynolds, Governor Adam Gregg, Lt. Governor

### New User Account

#### New User Organization Questionnaire

Question	Options
Does your operation have a business(es) located in single or multiple Iowa counties? *	<input type="radio"/> Multiple counties <input checked="" type="radio"/> Single county

[Previous](#) [Next](#) [Start Over](#)

If you are operating a single business in a single county, select the "Single county" option. If you need to go to the previous screen, click "Previous" or "Start Over."

**New User Account**

**New User Organization Questionnaire**

**Question**  
Select the county where most of your businesses are located \*

**Options**  
Black Hawk

Previous Next Start Over

If you selected "Multiple counties," you will need to determine the county where the majority of your businesses reside. Once you select the county from the drop-down box, click "Next." If you have a single business, click "Previous." **[Please note:** the "City of Dubuque" is a different option from "Dubuque County."]

**New User Account**

**New User Organization Questionnaire**

**Question**  
Select the county where your business is located \*

**Options**  
Boone

Previous Next Start Over

If you selected a "Single county," please select the county where your business is located. Once you select your county from the drop-down box, click "Next." Otherwise, select "Previous" if you have multiple businesses. **[Please note:** the "City of Dubuque" is a different option from "Dubuque County."]

## New User Account

### New User Organization Questionnaire

Based on your responses the following regulatory jurisdiction has been selected: **DIA Food and Consumer Safety Bureau**

To proceed, select Confirm. To review the previous question, select Previous. To start over, select Start Over. [Food Regulatory Jurisdiction Map](#)

[Previous](#)[Confirm](#)[Start Over](#)

This screen will inform you of your regulatory jurisdiction. If you believe this information is incorrect, please read the instructions to review your response or choose to start over. You can also click "Food Regulatory Jurisdiction Map" to check the jurisdiction that has been selected. If you click the jurisdiction map, you will be taken to another page and be required to start over. Select "Confirm" to advance.

## Create a New User Account:

**New User Account**

**User Information**

User Name \*  
Password \*  
Verify Password \*  
Home Jurisdiction \*  
DIA Food and Consumer Safety Bureau

**Account Information**

First Name \*  
Middle \* ☐ None Available  
Last Name \*  
Suffix  
Account ID  
Not yet assigned  
Email \*  
Phone/Ext \*  
Cell Phone  
Fax  
Emergency ☐ Emergency ☐ Emergency

Save Back

Create your own User Name and Password.

The "Home Jurisdiction" is pre-determined by your selection of your business location and license type.

Complete all "Account Information" fields. All fields marked with an asterisk (\*) are required fields.

Review the information you have entered for accuracy and select "Save."

## Log In Page:

The screenshot shows the 'Log In' page for the 'Welcome To USA Food Safety' portal. At the top, a header bar contains 'IOWA STATE AGENCIES' and 'ONLINE SERVICES', with a sub-header 'Kim Reynolds, Governor Adam Gregg, Lt. Governor'. The main heading is 'Welcome To USA Food Safety'. Below it is a 'Log In' box with fields for 'User Name \*' and 'Password \*', and buttons for 'Log In' and 'New Account'. Below the 'Log In' box, there are links for 'Forgot Password' and 'Forgot your Password? Retrieve it Here!', and 'WiFi Hotspot(s)' and 'Find a WiFi Hotspot'.

IOWA STATE AGENCIES ONLINE SERVICES  
Kim Reynolds, Governor Adam Gregg, Lt. Governor

### Welcome To USA Food Safety

**Log In**

User Name \*:

Password \*:

Other Options:

**Forgot your Password? Retrieve it Here!**

**Find a WiFi Hotspot**

Once you have saved your User Account, log in with your credentials.

## Home Page:

The screenshot shows the 'Facility Portal' home page. At the top, a header bar contains 'Home Tools Logout' and a shopping cart icon. Below the header, there is a search bar labeled 'Filter by Business Name' and a 'Show All' button. To the right of the search bar, there is a link 'Add existing business: Business Code' and an 'Add' button.

Home Tools Logout

### Facility Portal

Filter by Business Name

Add existing business: Business Code

If you are seeing this page, you have successfully logged in to the Iowa Online Food Licensing System. Congratulations!

If you do not see this page after attempting to login using your user credentials, please try again.  
If you are still unsuccessful, please contact the regulatory authority.



## Associating an Existing Food Business with a User Account


Once you have successfully logged into the Iowa Online Food Licensing System, the next step is to associate active food or lodging businesses with your user account. The Business Code that you need to associate an existing business with your user account is located on the food or hotel license renewal application that you receive from the regulatory agency.

Here is an example of the top portion of the food license renewal application:

RENEWAL APPLICATION FOR FOOD SERVICE ESTABLISHMENT LICENSE	
Date of Renewal: _____	If ownership has changed, give previous owner _____
Has ownership changed since last license issued? <input type="checkbox"/> Yes <input type="checkbox"/> No	business name _____, and
MARK'S SUPERMARKET 321 12th ST Des Moines, IA 50319	license number: _____ (if known) <b>LATE PENALTIES APPLY IF LICENSE HAS EXPIRED</b>
License: 155031	Expires: 08/30/2017
Business Code: 3J6V-F5BD	

The "Business Code" on the renewal must be entered in the space provided on the "Iowa Online Food Licensing" home screen.

Enter the Business Code from the renewal form here and then select "Add."

[Home](#) [Tools](#) [Logout](#) 

**Facility Portal**

Add existing business:

Once you add a Business Code, the food business will appear as a blue panel on the home screen.

If you are associated with more than one food business, you must enter the Business Code from other businesses and select "Add."

The screenshot shows the 'Facility Portal' interface. At the top, there is a navigation bar with 'Home', 'Tools', and 'Logout'. On the right, there is a shopping cart icon. Below the navigation bar, the title 'Facility Portal' is displayed. To the right of the title, there is a form labeled 'Add existing business:' with a text input field containing 'Business Code' and an 'Add' button. Below this, there is a search bar labeled 'Filter by Business Name' with a magnifying glass icon. To the right of the search bar are two buttons: 'Show All' and 'Show Available for Renewal'. Below the search bar is a text input field labeled 'Add New Business'. At the bottom, there is a single blue panel representing a business: 'MARK'S RESTAURANT AND CATERING - 127815 - (1) - [icon]' with a right-pointing arrow.

Each valid Business Code added will add another business to the home screen.

The screenshot shows the 'Facility Portal' interface, similar to the first one, but with two blue panels at the bottom. The top panel is 'MARK'S BAKERY AND CANDY OUTLET - 123094 - (1) - [icon]' and the bottom panel is 'MARK'S RESTAURANT AND CATERING - 127815 - (1) - [icon]'. Both panels have a right-pointing arrow. The rest of the interface, including the navigation bar, title, search bar, and 'Add existing business' form, is identical to the first screenshot.

Once a user has associated one or more food businesses with the user account, it is important that the business information is reviewed and updated as necessary to reflect the current operation. There are two areas where information is displayed: “Business Information” and “License Information.” Both of these areas contain operational information about each food business.

The screenshot shows the 'Facility Portal' interface. At the top, there are links for 'Home', 'Tools', and 'Logout'. Below this is a search bar labeled 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. A section titled 'Add New Business' contains a table with the following data:

Add To Cart	License Number	Program Type	Name	Expire Date	Status
<input type="checkbox"/>	170937	Retail Food Establishment	MARK'S BAKERY AND CANDY OUTLET - 123094 - (1) -	1/9/2019 (9 days)	Active
Add New Business					
MARK'S RESTAURANT AND BAKERY - 127815 - (1) -					

Three callout boxes provide additional instructions:

- Callout 1:** To access the “Business Information” screen, click the paper and pencil icon.
- Callout 2:** If you have multiple businesses, selecting “Show Available for Renewal” will filter out businesses that do not have licenses that are available for renewal at this time.
- Callout 3:** To view “License Information,” click the “>” icon.

## Reviewing and Updating Business and License Information

### Business Information:

When the pencil and paper icon is selected, the “Edit Business Information” page will appear. Please review and update this information to reflect current operations. Note that some of the fields are locked (shaded in gray) and cannot be changed by the user. If there is inaccurate information in fields that are locked, please contact the regulatory authority.

**EDIT: MARK'S SUPERMARKET**

Business Name:  
MARK'S SUPERMARKET

Phone\*:  
515-555-0000

Cell: 515-555-5555

Email\*:  
email@gmail.com

☐ No Email Available

**Mailing Address** ☐ International Address

Street Number\*:  
321

Street Name\*:  
12th

Street Suffix:  
ST

Secondary Unit Type:  
▼

Secondary Unit Number:

Zip\*:  
50319

State\*:  
IA ▼

County\*:  
Polk ▼

City\*:  
Des Moines

**Physical Address** ☐ International Address

Same as Mailing

Street Number\*:  
321

Street Name\*:  
12th

Street Suffix:  
ST

Secondary Unit Type:  
▼

Secondary Unit Number:

Zip\*:  
50319

State\*:  
IA ▼

County\*:  
Polk ▼

City\*:  
Des Moines

Review and update all information to reflect current operations.

The user cannot edit fields that are shaded (locked). If information is inaccurate in these fields, contact the regulatory authority.

**Business Information (continued):**

The screenshot shows a web form titled "Business Information (continued)". It is divided into three main sections: "Facility Data", "Emergency Contacts", and "Attachments".

**Facility Data:** This section contains a "Type Of Menu" dropdown menu. Below it are two radio button options: "Full Service Menu \*\*Attach menu" with a "No" checkbox, and "Limited Menu \*\*Attach menu" with a "Yes" checkbox (which is selected).

**Emergency Contacts:** This section features a table with four columns: "Contact's Name", "Address", "Relationship", and "Cell Phone". Below the table is a blue button labeled "Add New Contact".

**Attachments:** This section features a table with three columns: "File Name", "Description", and "Delete". Below the table is a blue button labeled "Add New Attachment".

At the bottom of the form is a green button labeled "Save Changes".

Four callout boxes provide additional information:

- A box pointing to the "Add New Contact" button states: "Select 'Add New Contact' to enter emergency contact information. Emergency contacts may receive alerts when emergencies arise such as power outages, boil orders, flooding and other conditions that may affect the operation of the business. **Note:** At least one Emergency Contact is required before this screen will save or close."
- A box pointing to the "Save Changes" button states: "Ensure you select 'Save Changes' if changes have been made to the Business Information."
- A box pointing to the "Add New Attachment" button states: "Select 'Add New Attachment' to provide the regulatory agency with information such as a copy of the current menu, water test results, HACCP plan, policies and procedures, training documents, Certified Food Protection Manager documentation, or other necessary information about the food business."

Ensure you select "Save Changes" if changes have been made to the Business Information.

Select "Add New Contact" to enter emergency contact information. Emergency contacts may receive alerts when emergencies arise such as power outages, boil orders, flooding and other conditions that may affect the operation of the business. **Note:** At least one Emergency Contact is required before this screen will save or close.

Select "Add New Attachment" to provide the regulatory agency with information such as a copy of the current menu, water test results, HACCP plan, policies and procedures, training documents, Certified Food Protection Manager documentation, or other necessary information about the food business.

## License Information:

When the “>” icon is selected, the blue panel will expand to show a License Information summary. **Note:** only active licenses will display.

The screenshot shows the 'Facility Portal' interface. At the top, there are navigation links: Home, Tools, Logout, and a shopping cart icon. Below the navigation bar, there's a search bar labeled 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. A section titled 'Add New Business' contains a table of licenses. The first license is 'MARK'S BAKERY AND CANDY OUTLET - 123094 - (1) - [icon]'. The table has columns: 'Add To Cart', 'License Number', 'Program Type', 'Name', 'Expire Date', and 'Status'. The first row shows a '+' icon in the 'Add To Cart' column, a checkbox, license number '170937', program type 'Retail Food Establishment', name '-', expire date '1/9/2019 (9 days)', and status 'Active'. Below the table is a button 'Add New Business Program'. The second license is 'MARK'S RESTAURANT AND CATERING - 127815 - (1) - [icon]'. A blue callout bubble points to the '+' icon in the first row, containing the text: 'To access detailed license information or “Business Program Reference Data,” click the “+” icon. Each “+” icon contains unique detailed license information.'

Add To Cart	License Number	Program Type	Name	Expire Date	Status
	170937	Retail Food Establishment	-	1/9/2019 (9 days)	Active

To access detailed license information or “Business Program Reference Data,” click the “+” icon. Each “+” icon contains unique detailed license information.

**Detailed License Information (Business Program Reference Data):** The information displayed for each license will differ based on the license type. Please note that each license has separate program reference data that requires updating.

[Home](#)
[Tools](#)
[Logout](#)

Add To Cart

License Number

170937

Program Type

Retail Food Establishment

Name

-

Expire Date

1/9/2019 (9 days)

Status

Active

Business Program Reference Data

Type of Service (Check all that apply)

Retail Service Type (perishable non-taxable food sold for off premises consumption) \*

☐ Retail Grocery Store
☐ Retail Meat Department
☐ Retail Seafood Department
☐ Retail Produce Department
☐ Other Specify
☒ Retail Deli Department
☒ Retail Bakery Department
☐ Retail Salvage Food
☐ Retail Convenience Store
☒ Retail Candy Store
☐ Variety Store

Plans and Procedures

Do you have written procedures and plans where specified in the Iowa Food Code (for example, HACCP plan if required, Employee Illness Reporting Policy, Standard Operating Procedures, Bodily Fluid Clean-up, Procedures):

☒ Yes
☐ No
☐ N/A

If yes, attach copies

If no, please have any requested plans and procedures available at the pre-opening inspection

EMPLOYEE INFORMATION

Anticipated # of employees/volunteers, including owner: \*

5

Do you have one or more Certified Food Protection Manager(s) on Staff who has supervisory responsibility? \*

☒ Yes
☐ No
☐ Exempt (Per Iowa Administrative Code 481-31)

If YES, Please attach a copy of your national Certificate(s)

If NO, Do you have a Person-In-Charge enrolled in Food Safety Training?

☐ Yes
☐ No

If YES, Name, Date, and Location of Course:

All areas of the "Business Program Reference Data" that are marked with an asterisk (\*) require a response. These areas must be completed by the user before a license can be renewed using the online renewal system.

Iowa DIA: Online Renewals for Retail or Food Service Licenses, Summer 2020

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**Detailed License Information (continued):**

☐ No  
☐ Exempt (Per Iowa Administrative Code 481-31)

If YES, Please attach a copy of your national Certificate(s)

If NO, Do you have a Person-In-Charge enrolled in Food Safety Training? ☐ Yes  
☐ No

If YES, Name, Date, and Location of Course:

[Save Reference Data](#)

File Name	Description	Delete
<a href="#">Add New Attachment</a>		

Gross Sales

Please enter the Gross Sales amount.

Select "Save Reference Data" after making changes to the Business Program Reference Data.

Select "Add New Attachment" to upload the proof of gross sales for this license. Once this is selected, a window will pop up on the screen that will allow you to select a document from your computer to upload. Acceptable forms of documentation for proof of gross sales include: quarterly sales tax returns, a statement from a CPA, or a page from an income tax statement showing gross food and beverage sales. Proof of gross sales will be reviewed before a license is issued.

**NOTE: If proof of sales is not attached and if the gross sales amount is not entered into the field provided, the maximum fee level for the license will be due upon checkout.**

Enter the applicable gross food and beverage sales amount for this license in the space provided. This amount must match the proof-of-sales documentation that is attached in the "Attachment" section.



## Paying for a Retail or Food Service License

Once business and license information is updated, gross sales data is entered, and documentation is attached, the licenses may be added to the shopping cart.

The screenshot shows the Iowa Facility Portal interface. At the top, there's a navigation bar with links like Home, Tools, and Logout. Below this, a search bar labeled 'Filter by Business Name' is visible. A table lists licenses, with one entry for 'MARK'S BAKERY AND CANDY OUTLET'. This entry has an 'Add To Cart' button with a plus icon and a checkbox. A callout points to this button, stating: 'Select the "Add To Cart" box to place this license in the shopping cart.'

A modal dialog box is open in the center, titled 'iowabeta.usafoodsinspect.com says'. It contains the following text: 'To renew, please enter gross sales in the space provided and attach proof of the gross sales reported on this program. D- Select Cancel to update information before renewing. D- Select OK to place the selected license in the shopping cart.' There are 'OK' and 'Cancel' buttons at the bottom of the dialog. A callout points to the 'Cancel' button, stating: 'Upon selecting "Add To Cart," this reminder will appear. Selecting "Cancel" will allow you to attach and enter this information. Selecting "OK" will add the selected license to the shopping cart.'

Below the table, there's a section for 'MARK'S RESTAURANT AND CATERING' with a right arrow. On the right side of the page, there's a section for 'Add existing business:' with a 'Business Code' input field and an 'Add' button. A 'Show Available for Renewal' button is also present.

Once the user has successfully placed a license in the shopping cart, the shopping cart contents should be reviewed for accuracy before checking out. To view the shopping cart contents, select the shopping cart icon.

A license can be removed from the shopping cart by clicking the “X” or by unchecking the “Add to Cart” box.

Each license that has been successfully added to the shopping cart is identified by the license number (e.g., 156804). Payment details are also provided in the cart. Late payments will have penalty fees included.

The screenshot displays the Iowa e-payment system's shopping cart interface. On the left, a table lists licenses added to the cart. The first license is for 'MARK'S BAKERY AND CANDY OUTLET' with license number 123094, and the second is for 'MARK'S RESTAURANT AND CATERING' with license number 127815. Both are 'Retail Food Establishment' type. The 'Add To Cart' column shows a plus sign and a checked checkbox. The right side of the screen shows the 'CART' summary, including the total cost of \$400.00 and a \$1 bank fee. A green 'Checkout' button is at the bottom right. A red shopping cart icon with a '1' is in the top right corner.

Add To Cart	License Number	Program Type	Name
+ <input checked="" type="checkbox"/>	170937	Retail Food Establishment	-

MARK'S BAKERY AND CANDY OUTLET - 123094 - (1) - [X]

MARK'S RESTAURANT AND CATERING - 127815 - (1) - [X]

**CART**

Renewal - 156804 - FSA - \$400.00 Annual Sales of \$500,000 or more - Primary  
Base Cost: \$400.00

Total \$400.00

There will be a \$1 bank fee added at checkout.

\* A \$1 transaction fee will be added at checkout for ePayments (EFT, ACH, bank transfers).

\* A 2.5% transaction fee will be added at checkout for credit and debit card payments.

Checkout

Once the shopping cart contents have been reviewed for accuracy, the user may proceed by selecting “Checkout.” Selecting “Checkout” will redirect the user to the Iowa e-payment screen.

**NOTE: Both Electronic Fund Transfer (EFT) AND credit/debit card payments are accepted. There is a \$1 transaction fee for bank transfers and a 2.5% transaction fee for credit and debit cards.**

Once the payment process is complete, the user will receive a payment confirmation number which may be printed and maintained as proof of payment. After receiving the payment confirmation number, please log back into the Iowa Online Food Licensing System to ensure the selected license or licenses are in a “Submitted” status. If the license you selected is not in a Submitted status, please contact the regulatory authority.

**NOTE:** Licenses that are in a Submitted status are NOT approved. Once the regulatory authority has approved the license, the status will be shown as “Active.”

The screenshot shows the 'Facility Portal' interface. At the top, there are navigation links: Home, Tools, Logout, and a shopping cart icon. Below the navigation bar, there's a search bar labeled 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. A section titled 'Add New Business' contains a table of licenses. The table has columns: 'Add To Cart', 'License Number', 'Program Type', 'Name', 'Expire Date', and 'Status'. One license is listed: 'MARK'S BAKERY AND CANDY OUTLET - 123094 - (0) - [icon]'. The license number is 170937, the program type is 'Retail Food Establishment', the name is '-', the expire date is '1/9/2019 (9 days)', and the status is 'Submitted'. A blue callout bubble points to the 'Submitted' status.

Add To Cart	License Number	Program Type	Name	Expire Date	Status
<input type="checkbox"/>	170937	Retail Food Establishment	-	1/9/2019 (9 days)	Submitted

Licenses that are in a “Submitted” status have NOT been approved. The approval process occurs after submission. The documentation that has been provided will be reviewed before approval. Once the license has been approved, the status will change back to “Active.” Please log into the Iowa Online Food Licensing system periodically to view the status.